Minutes
Fall 2000 Integrated Querying and Reporting System
User Review Panel

November 16, 2000

Facilitator: Mr. Darryl Gray, DQA/Operations Branch

Background:

The Integrated Querying and Reporting System (IQRS) is a web-based tool designed to provide the national health care community with an automated query and reporting interface capability to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB).

The primary mission of the IQRS URP is to discuss issues regarding IQRS; identify new IQRS requirements; review current IQRS querying and reporting issues; and address NPDB-HIPDB operational related issues.

Fall 2000 IQRS User Group Objective:

Convene the 2nd IQRS User Review Panel. Reporters, Queriers and 3rd Party Users of the National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB) gathered to openly discuss and/or express their ideas about past, present and future IQRS/Data Bank operations.

Issues addressed from last IQRS User Review Panel (URP) – July 10, 2000

User Issue #1: In trying to access the IQRS via the Internet, users expressed concern about the length of time it takes to access the system. What can they do to speed up this process?
Operations Response: To speed up IQRS access via the Internet, the Data Bank has installed and integrated faster and more powerful database and web servers. Users that are still experiencing system performance problems should contact the NPDB-HIPDB Help Line.

User Issue #2: Users expressed concern regarding the helpfulness and responsiveness of the NPDB-HIPDB Help Line.
Operations Response: DQA has worked to improve the responsiveness and helpfulness of the Help Line by providing more training and guidance, and increasing the staff level.

User Issue #3: Is it possible to have the agent designated as the recipient of query results rather than the entity?
Operations Response: Yes, the agent can be designated to receive query responses. The entity designates an agent with the Data Bank. The entity decides whether the entity or agent receives the query responses.

User Issue #4: Can the IQRS community Beta test new software releases?
Operations Response: Beta testing by IQRS users is not necessary at this time. The Data Bank has a thorough testing process in place. The Data Bank feels the users will have the most impact at the design stage rather than the testing stage.

User Issue #5: How do third party users receive parsable output?
Operations Response: Third party users can receive output through the Interface Control Document (ICD) Transfer Program (ITP).

Status of New Requirements derived from previous IQRS URP

Billing: Determine a better process to help users better reconcile their query charges.
Operational Response: A design review was provided to the URP attendees for their comments. The new Billing feature was well received by the URP. This feature is scheduled for release in Spring 2001.

Printing Reports: Print a practitioner name on every page of the query response.
Operational Response: The IQRS provides this feature.

Current Operational Issues Expressed by the URP Users

Issue #1: Users expressed concern regarding the length of time it takes for IQRS Screens to display. While waiting for screens to display user session would time out, meaning the users would have to start over.

Issue #2: Length of time it takes to get a credit (users report that it may take as long as 3 months).

Issue #3: IQRS Users would like the Operations group to change the query history from 15 days back to 30 days. The Users feel 15 days is NOT enough time to review their output or investigate a problem. 30 days is more acceptable.

Issue #4: Users would like to consolidate the fact sheets on the IQRS Informational Web Site. They feel the current configuration is too cumbersome and is not very user friendly, making it difficult to locate.

Issue #5: To help increase the effectiveness of communication with the Help Line, the IQRS Users requested that a Data Bank terminology cheat sheet be developed and placed on the IQRS Web Page.

Issue #6: The IQRS User community would like a document listing HIPDB mandatory data elements and the associated Partial Match Algorithm.

These issues are currently being reviewed by the Data Bank(s) / IQRS Operational Staff. A response on each of these issues will be provided to the IQRS URP members in the near future.

New User Requirements/Enhancements

Reduce the Number of Report Output Pages: Currently, a Report Verification Document (RVD) generally consists of 3 or more pages, whether a query was successful or not. The IQRS URP requested that, if no report is found, only two pieces of paper print out.

Properly Validate Canadian License Numbers: The IQRS/Data Bank Operation platform currently rejects reports with Canadian license numbers, even if the Subject has other valid US licenses. The URP requested that the IQRS either be modified to process Subjects with Canadian licenses or, if a Subject has multiple licenses (US and Canadian) IQRS would only process the US licenses.

IQRS Credit Card Processing: Provide the ability to save/store the Entity credit card number within IQRS. Also, the URP requested that queriers be notified of credit card rejections before they enter query information. Currently, Users don't learn of credit card rejections until after information is entered in IQRS, and all information must be re-entered with a valid credit card number.

Save/Store Repetitive Information: Provide the ability to save/store and update an Entity's repetitive information (i.e., Entity Name, Address, Entity Type, etc.) within IQRS.

Document Control Number (DCN) on each page of a Report: Users would like to see the DCN for that report on every printed page.

Online Registration Form: Design and implement an On-line Registration Form. The form should be designed so mandatory fields had to be filled in before the form is validated and printed out for signature.

Develop an IQRS Issue/Problem Tracking System: Develop a system that IQRS Users can use to report problems, resolve issues, or make constructive criticism (complaint) about the overall operations of the IQRS/Data Bank(s). A tracking number would be assigned for each user problem/issue/complaint so users could receive feedback. The feedback process should be an on-line system where Users could access the IQRS Web Site, enter the assign tracking number, and receive a response on their reported problem/issue/complaint. The user should also be able to receive the response through the Help-Line.

User Summary Report On Request: Generate a historical report for reporters and/or queriers, which would detail previously submitted reports or queries to the Data Bank(s). The users would need to specify the frequency or specific time, for such a report. A charge for this type of report may need to be incorporated.

Password/Entity Update Interface Feature: This feature was presented at the URP and will be released in March 2001. Slides of this Enhancement Review are located on pages 44-73 of the attached slides document. Currently, this new feature provides an Entity with an Administrator account. The Administrator has the ability to create multiple userids/passwords. As a follow-on to this enhancement the URP requested that the Entity's Administrator have the capability to assign levels of permission to the various user accounts within its Entity.

        Example: Query, but not review reports
                                  Report, but not query
                                  Query and report

IQRS URP Minutes, 11/16/00

The IQRS URP presented the above new requirements for the Division of Quality Assurance (DQA) consideration. DQA is currently analyzing these requirements to determine their feasibility, scope, cost, and the level of effort to implement. Implementation details for these requirements will be discussed at the next IQRS URP and/or in periodic E-mails to the URP members.

IQRS URP Final Comments

DQA feels that there was great dialog established between the Users and the Developers. Hopefully, I have captured all of the URP issues and will be addressing them in the near future. If any of you feel that I have left anything out please E-mail your issue(s) to me. I will pass your issue(s) to the rest of the URP members for their additions and comments.

There were many IQRS issues covered during this session. In addition to the New Billing Feature Design Review there was also a review of the New Password/Entity Update Interface Feature due to be released in March 2001 and the Interface Control Document (ICD) Transfer Program (ITP). The slides containing these reviews and all the other information presented at the meeting are attached to this document.

During the November 16, 2000 meeting, four attendees were selected for the IQRS User Review Panel (URP). I would like to have a total of twelve Panel Members from various entities that represent reporters, queriers, and third party users and hope to identify eight other members at the next IQRS URP. The duties of the IQRS Panel Members are to:

- o Periodically meet to discuss past, present, and future IQRS operations and requirements;
- o Serve as the representative for their IQRS User environment;
- o Recommend improvements and changes to the IQRS System;
- o Actively participate in the IQRS enhancement design process;
- o Serve as a conduit to disseminate IQRS information to the Healthcare Community;
- o Other duties will be assigned as the IQRS URP matures.

The DQA Staff would like to thank all of the IQRS Users who attended this URP under short notice. I personally feel that we accomplished a lot and are moving in the right direction in building a great Developer / User working relationship. I have received many positive comments about the November 16, 2000 IQRS URP. Users have already begun to ask when and where the next URP will be held.

The IQRS URP is still in the infancy stages of development, so please bear with me as I continue to define the roles of the URP members and the Users in attendance. Those users who are interested in becoming a part of the IQRS URP should E-mail Darryl Gray at dgray@hrsa.gov or call (301) 443-0910. The next IQRS URP is tentatively scheduled for Summer 2001.

Thank you very much for your time and participation in making this IQRS URP a success.

Darryl A. Gray
NPDB-HIPDB Operations
Deputy Branch Chief

Attachments: a/s